



Department of Medical Assistance Services
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MEDICAID MEMO

TO: All Pharmacy and Out-of-State Pharmacy Providers and
Managed Care Organizations (MCOs) participating in the
Virginia Medical Assistance Program

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

MEMO Special
DATE 12/30/2005

SUBJECT: Discontinuation of Default Medicaid Prescriber ID Numbers –
Effective February 1, 2006

The purpose of this memorandum is to announce the discontinuation of default Medicaid prescriber ID numbers, effective February 1, 2006.

As DMAS implements patient safety and health programs (such as the Behavioral Pharmacy Management Program), the inability to accurately identify the prescriber in the Virginia Medicaid Management Information System (VaMMIS) hinders the success of these programs. VaMMIS requires a valid Medicaid prescriber ID number to be submitted on pharmacy claims. This is a requirement of contracting pharmacy providers and is subject to audit. In a previous Medicaid Memo dated December 1, 2003, DMAS notified pharmacy providers that a valid Medicaid prescriber ID number was required on all pharmacy claims. DMAS provided default prescriber ID numbers for special cases, such as out-of-state prescribing providers and medical residents in training programs. Despite the efforts of DMAS and the Virginia Pharmacists Association to decrease the use of default prescriber ID numbers, they still account for 20% of all Medicaid pharmacy claims.

Consequently, effective February 1, 2006, the remaining default prescriber ID numbers (**009994441**, **009996664**, and **009992227**) will be eliminated and the Medicaid denial (reject) reason **“493 – Prescribing Physician Not on File”** will be returned to the pharmacy provider whenever claims are submitted using these default prescriber ID numbers (regardless of the date of service). Pharmacy providers are encouraged to immediately begin changing default prescriber ID numbers.

Pharmacists should pay special attention to “refill” prescriptions. Since the terminated default prescriber ID number is already on the claims record in the pharmacy software, it is easy to forget to change the prescriber ID number prior to submitting the claim. Therefore, pharmacy providers are encouraged to confirm the correct prescriber ID numbers for refill prescriptions.

DMAS is working with the Virginia Pharmacists Association to communicate directly with the pharmacy community and those most affected by this change in advance of the effective date. DMAS will be working with the prescriber community to educate them about the importance of including their Medicaid prescriber ID number on prescriptions written for Medicaid recipients.

When billing prescriptions written by medical residents in training programs, pharmacy providers should use the Medicaid provider number issued to the facility where the resident has been assigned. In the event that a prescription is written by a prescriber without a Medicaid prescriber ID number, pharmacy providers may call First Health Services Corporation (FHSC) at 1-800-932-6648 for assistance.

IDENTIFYING PRESCRIBER ID NUMBERS

Pharmacy providers should make every attempt to contact the prescriber to obtain his/her valid Medicaid provider ID number. If the pharmacy provider is unable to contact the prescriber, the following alternatives are available to assist the pharmacy provider in identifying the Medicaid prescriber ID number:

1. Web access to the prescriber ID list is available to providers. Providers may enroll for web access at <https://virginia.fhsc.com>. On the left side of the web page, select “Automated Response System (ARS)” and then select “Secure Registration.” Follow the instructions to receive a log-in ID and password. Once a log-in ID and password are entered, the website permits the pharmacy provider to receive specific prescriber Medicaid IDs by selecting Option 5, “Prescribing Provider ID Lookup,” and then entering the prescriber’s state license number. The automated system then displays the corresponding Medicaid prescriber ID number.
2. Medicaid providers may call the MediCall toll-free number and follow the menu prompts. The provider must enter the nine-digit provider number (seven digits with two leading zeroes) and select Option 6 for the prescriber ID number. The system prompt will request the ten-digit prescriber state license number. The automated voice system will then relay the corresponding Medicaid prescriber ID number. When billing prescriptions written by medical residents in training programs, pharmacy providers should use the Medicaid provider number issued to the facility where the resident has been assigned. If a prescription is written by a physician’s assistant or a nurse practitioner without a Medicaid provider number, pharmacy providers can use the Medicaid provider number of their supervising physician.

The MediCall telephone numbers are:

1-800-884-9730	(toll-free throughout the U.S.)
1-800-772-9996	(toll-free throughout the U.S.)
1-804-965-9732	(Richmond and surrounding counties)
1-804-965-9733	(Richmond and surrounding counties)

MediCall downtime will be scheduled during non-peak hours. If the caller dials MediCall during this time, the caller will be informed that the system is unavailable. System downtime is typically scheduled:

- From 2 a.m. until 4 a.m. daily
- From 2 a.m. until 6:30 a.m. on Thursday
- From 10 p.m. on Saturday until 6 a.m. on Sunday

3. A downloadable file, which can be opened with Microsoft Excel or other database applications (such as Access or Oracle), is available on the DMAS website (www.dmas.virginia.gov). This file is accessible to pharmacy providers and authorized users only. On the DMAS website's home page, select "Pharmacy Services" along the left side of the web page and then select "Prescriber ID List." A provider will then need to enter his/her provider number to gain further access. Follow the instructions provided on this web page to access a CSV file containing the prescriber ID numbers. This CSV file is a text file that can be opened with the aforementioned database applications and can also be copied and stored onto your computer. There is also a link provided that will open the file directly in Microsoft Excel software. Please note that the leading zeroes are automatically dropped by Microsoft Excel software when opening this file. The provider ID number should be nine characters long so leading zeroes may need to be added when entering the provider ID numbers into the pharmacy computer.
4. A CD or a printed copy of the prescriber ID file is available for a fee. If you are a pharmacy provider or an authorized user of this information, access the DMAS website (www.dmas.virginia.gov) and, under the heading "Provider Services," select "General Information." A different web page will load containing a link to "Commonwealth Martin." Click on this link and then follow the instructions to request an order form to purchase a printed copy or CD of the prescriber ID file.
5. In the event that the above referenced methods are not available or accessible or the prescription is written by a prescriber without a Medicaid prescriber ID number, providers may call FHSC at 1-800-932-6648 for assistance.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

PRESCRIBER ID NUMBER HELPLINE

The First Health Services Clinical Call Center can be reached at 1-800-932-6648 (24 hours a day, 7 days a week) to answer questions about prescriber ID numbers for pharmacy claims.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the Provider Column to find Medicaid and SLH (State and Local Hospitalization Program) Provider Manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include upcoming changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-provider_newletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.